



Caravan and Motorhome Terms and Conditions

Bosworth Lakeside Lodge's families only caravan and motorhome site facility cater for caravans, motorhomes, camper vans, trailer tents and folding campers only. **NO TENTS AT ANY TIME.**

Our guests' enjoyment and safety is paramount and therefore we ask you to read the following Terms and Conditions before making your booking.

Advance Bookings

Advance booking is essential, particularly for peak times.

Bookings may be made online on www.lakesidelodges.uk or by telephoning reception on 01455 291876.

At time of booking full contact details are required and a deposit payment of £10 per pitch per night (or payment in full if booking on-line).

Restrictions

We pride ourselves on being a family orientated park; we only accept bookings from family groups and couples over 25. We are unable to accept bookings from non family groups. No single sex parties are allowed (unless as a couple).

Please be aware that from time to time we may have organised groups onsite i.e. Duke of Edinburgh and scouting organisations. These are closely supervised and will not affect your stay with us.



We will always try our best to accommodate your requests however we cannot guarantee that caravans booked in together will be beside each other on the Park.

Cancellations / Amendments

A minimum of 14 days written notice (letter or email); in advance of arrival date will be required from anyone wishing to cancel their booking.

If more than 14 days notice is given, the booking may be re-arranged to another available date within the season or alternatively a refund can be given minus £5.00 administration charge.

Cancellations within 14 days of customer's arrival date will not be transferable or refunded.

Customers are advised to have insurance cover in the event of cancellation. Refunds cannot be made for any amendments made to the booking on arrival or during stay.

No Shows

Failure to arrive without satisfactory explanation or written cancellation being received will receive no transfer or refund.

If no notification is given and the pitch is not occupied by 11:00am on the day following the day of expected arrival, we reserve the right to re-let the pitch with payment forfeited.

Extended Stays

Extensions can be arranged, subject to availability and possible relocation, although there is no guarantee that pitches can be extended beyond the date booked. If you wish to extend your stay please check with reception as soon as possible.

Minimum Nights

A minimum of 2 nights can be booked online. Bookings for one night can only be made by telephoning 01455 291876.

The following minimum stays apply at other times:-

Bank holidays - 3 nights

Main season 2 nights on weekends.

Prices and Payment

All published prices include VAT and are subject to change without prior notification. The total amount paid is the same however you pay. E&OE.

We accept payment by cash, credit and debit card including American express.



Waiting Lists

For fully booked dates customers can be added to a waiting list and any vacancies will be notified by telephone, with pitches allocated to the first paying respondent.

Arrival / Late Arrivals

Your arrival is welcome from 1.00pm onwards. On arrival please check in at the reception where you will be asked to confirm your details.

Access to the park will not be permitted until payment is received in full.

Except by prior arrangement, we may not have space if you arrive early. Reception is open until 5pm on weeknights (7pm on Friday), 5.00pm on Saturday and Sunday.

If you wish to arrive after this time, please notify Reception by telephoning 01455 291876 so that appropriate arrangements can be made with our warden.

Arrivals after 9pm can not be accepted at any time.

Pitch Allocation

Customers will be informed of their pitch number on arrival, the pitch is allocated according to the specified requirements made at the time of booking and is determined by the computerised booking system.

Whilst every effort will be made to meet specific requirements for a particular pitch e.g. for disabled customers, no guarantee can be given.

Before pitching please ensure you have checked your pitch number as specified on arrival, to avoid being asked to move.

Warden

Our warden can be found on pitch number LS1 (main season only), they are there to assist you outside of our normal office opening hours.

When the office is attended, we kindly ask that you direct all questions or concerns to the office in the first instance.

Pets

Well-behaved dogs are welcome on the park. All dog owners must adhere to the park information regarding their pets, all dogs must be always kept on a lead.

Please pay particular attention to the fact that anyone found not to be “clearing up” after their dog will be asked to leave immediately with no refund given.



Fires / BBQ's

Open camp fires are not permitted on the park. Free standing BBQ's are allowed, firepits are also welcome.

Departure

All pitches must be vacated by 12 noon of the day of departure. A late checkout of 4.00pm may be possible, a £5 fee is payable for late checkouts, please check with reception on the morning of departure. No refunds can be given for departing nights early. Please do not ask as a refusal may offend.

General Rules and Regulations

No ball games on the caravan site.

Drive Slowly – A strict 10mph speed limit is enforced on all areas of the site.

No Swimming – A separate children's paddling area is provided on the main beach.

The playing of loud music is strictly prohibited, any person found to be spoiling the enjoyment of other guests will be asked to leave and no refund given.

Quiet time is 11pm-7am no noise is permitted between these hours.

No domestic appliances to be ran on the site such as washing machines and tumble dryers, electric car charging by previous arrangement only.

Liability

Anyone found defacing or causing damage to any building, equipment or property of the park faces immediate eviction and or prosecution. The person names on the booking will be responsible for and charged for any damage/breakages/loss caused by themselves or their visitors to the pitch or to any park facilities or to other customers' property.

Your vehicles and their contents and accessories are left at your own risk. Bosworth Lakeside Lodges or its staff shall not be liable for the loss, theft or damage of any property whilst they remain on the park nor for any injury, accident or mishap to any person in the park, unless caused or contributed to by any negligence or default on the part of Bosworth Lakeside Lodges or it's staff.

Customers must ensure that their property is secure and fully insured for any unforeseen eventuality.

Data Protection

All the information taken at the time of booking is collected for the purpose of processing your booking at Bosworth Lakeside Lodges, all data is kept and secured via a 3rd party under GDPR guidelines.

We hope you enjoy your stay with us.

